



# State of Connecticut WORKERS' COMPENSATION PROGRAM MEDICAL PROVIDER NETWORK

The State of Connecticut Workers' Compensation Program Managed Care Plan, as administered by GAB Robins, is changing the medical provider network from Coventry Health to Prime Health Services effective October 1, 2009. The change has been approved by the Workers' Compensation Commission. The vast majority of medical providers in the current Coventry medical provider network are also members of the Prime Health network. Those providers who are not in the new network are currently being contacted by Prime Health and offered the opportunity to join. Below are some commonly asked questions regarding medical provider networks.

## What Does This Mean?

- For injuries occurring on or after October 1, 2009, you must select a physician within the GAB Robins Prime Health Services Physician Network.
- For injuries prior to October 1, 2009, you may maintain your physician relationship regardless if your physician is not in the current network.

## How Do I Find a Medical Provider In the Prime Health Services Network?

- Just visit the DAS Workers' Compensation web page at [www.das.state.ct.us/WorkersComp/WCopp.asp](http://www.das.state.ct.us/WorkersComp/WCopp.asp) under *Medical Provider Directory Look-up/Find a Physician* or you can call Prime Health Services at 1-866-348-3887.

## What If My Current Doctor Is Not In the Prime Network?

- All medical providers that were in the Coventry/Focus network are being offered an opportunity to join the Prime Health Services network of medical providers.

## What If I Receive Treatment From A Medical Provider Not In the New Provider Network?

If you receive treatment from a physician outside of the approved network provider directory, your claim for benefits may be suspended (subject to the authority of the Workers' Compensation Commission). However, if you are referred for treatment in a specialty not included in the network directory, you may seek treatment from any provider on the list of approved Workers' Compensation Commission providers.

## What If I Need Prescription Medication?

There has been no change to the pharmacy benefit management program that is in place to provide the prescriptions ordered by the Workers' Compensation treating physician for the work-related injury. Injured employees requiring prescribed medications should have their prescriptions filled within a network pharmacy. The listing of network pharmacies is available by:

- Visiting the DAS Workers' Compensation web page [www.das.state.ct.us/WorkersComp/WCopp.asp](http://www.das.state.ct.us/WorkersComp/WCopp.asp) under *Medical Provider Directory Look-up/Find a Pharmacy* or by dialing Express Scripts at 1-877-672-3340. All major chains are represented and in total 998 pharmacies are in the network.

If you have claim-specific questions related to the change in provider networks including continuity of care or transfer of care, please contact GAB Robins at (860)256-3400.

For further questions, please contact your agency Workers' Compensation office or DAS Workers' Compensation Program Manager, Douglas Rinaldi at (860) 713-5002.



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